

. . . . .  
..

Minimum Qualification Specifications  
for the Class:

RETIREMENT SYSTEM BENEFITS MANAGER  
(RETIREMENT SYSTEM BENEFITS MGR)

**Basic Education/Experience Requirements:**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience of the type and quality described below or any other progressively responsible administrative, professional or other analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while fulfilling a prescribed college curriculum leading to a baccalaureate degree may be substituted for the required education on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to ensure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

**Experience Requirements:**

Except for the substitutions provided for elsewhere in this specification, applicants must have had progressively responsible experience of the kind, quality and in the amounts shown below.

General Experience: Three and one-half (3-1/2) years of progressively responsible professional work experience in the analysis, verification, clarification, examination, investigation, adjudication, and/or authorization of claims for payment of benefits to individuals in accordance with appropriate regulations and laws. Such experience must have:

- 1) demonstrated the ability to gather and evaluate pertinent facts and evidence, and to apply and interpret laws, rules, regulations and precedents; and
- 2) provided knowledge of claims analysis and adjudication, the principles and eligibility provisions and general legal provisions governing the adjudication of claims for payment of benefits. Such

experience may have been gained through employment in one or a combination of the following areas: 1) retirement, old-age insurance, survivor benefits or pension programs administered by private companies or governmental agencies; 2) workers' compensation, disability and/or death compensation or disability insurance programs administered by private companies or governmental agencies; or 3) unemployment insurance benefit programs.

Specialized Experience: Applicants must have had work experience in one or a combination of A, B or C described below. This experience must also have provided knowledge of the laws, rules, regulations, policies, procedures and practices relating to the State of Hawaii Employees' Retirement System.

- A. One (1) year of experience in supervising professional staff engaged in the analysis, verification, clarification, examination, investigation, adjudication, and/or authorization of claims for payment of benefits to individuals in accordance with appropriate regulations and laws. The work must have included: (1) planning, scheduling, assigning, and reviewing the work of others; (2) evaluating the work performance of subordinates; (3) advising subordinates on difficult problem areas; and (4) training and developing new employees.
- B. One (1) year of work experience in a program for the adjudication of claims for payment of benefits which involved conducting studies of operations; recommending new and revised policies, procedures, standards, rules, regulations, and guidelines; resolving difficult and sensitive claim cases; and recommending program improvements and assisting management in implementing such program improvements.
- C. Two (2) years of work experience as a senior worker in a program for the adjudication of claims for payment of benefits, which included quality assurance responsibility for benefit determinations completed by lower level staff; counseling beneficiaries and others on benefits and services; recommending changes in laws, rules, regulations, procedures, etc., to facilitate benefit claims processing; and adjudicating highly complex and/or novel claims. One (1) of these two (2) years of experience required may have been gained concurrently with or separately from the General Experience required.

In addition, applicants qualifying under Specialized Experience B and/or C above must possess strong evidence of managerial aptitude as described below:

Managerial Aptitude: Managerial aptitude will be considered to have been met through successful performance of, or substantial participation in, organizing, scheduling, and coordinating a group of activities in order to attain program objectives within time, resource and budgetary limitations; interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and managerial capabilities; success in trial assignments to managerial and/or administrative tasks.

**Quality of Experience:**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**Selective Certification:**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests:**

Applicants may be required to qualify on an appropriate examination.

**Physical and Medical Requirements:**

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director.

**Mental/Emotional Requirements:**

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

- - - - -  
- -

This is a change in title from Enrollment, Claims And Benefits Manager, which was approved on December 21, 1998, to RETIREMENT SYSTEM BENEFITS MANAGER (RETIREMENT SYSTEM BENEFITS MGR).

DATE APPROVED: 9/25/00

\_\_\_\_\_  
DAVIS K YOGI  
Acting Director  
Human Resources Development